



PATIENT GUIDANCE

Registration Renewal with the Medical Use of Marijuana Program

1 OBTAIN A RECERTIFICATION

This is the first step. If your certification has expired, schedule an appointment with your health care provider; you should first be recertified by a qualified health care provider in order to renew your registration. You may check your certification status by visiting your account at <https://sso.hhs.state.ma.us> (for online applicants) or calling the Program at (617) 660-5370 (for paper applicants).

2 RENEW YOUR REGISTRATION WITH THE STATE

Registration with the Medical Use of Marijuana Program (the “Program”) expires annually. See below for ways to renew your registration.

TWO WAYS TO RENEW YOUR REGISTRATION



Renewing online through the Medical Use of Marijuana (MMJ) Online system is the fastest and most convenient way to renew your registration. If you already have an online account, do not create a new account. Doing so will delay your renewal process. For detailed instructions, refer to the following link: <http://www.mass.gov/eohhs/docs/dph/quality/medical-marijuana/mmj-system-registration-renewal-step-by-step.pdf>



Registration renewal through paper forms is available for those who are unable to renew their registration online. This is a more lengthy process. To request a paper registration form, please call the Program at (617) 660-5370 .

ONLINE RENEWALS

DO’S:

- ✓ Use the link provided in your registration renewal e-mail or visit Virtual Gateway’s (VG) login page directly at: <https://sso.hhs.state.ma.us>
- ✓ Use the SAME USERNAME you used when you first registered online.

DO NOT’S:

- ✗ You do not need a new PIN from your health care provider to renew your registration if you have an existing username.
- ✗ DO NOT CREATE A NEW ACCOUNT IF YOU ALREADY HAVE AN EXISTING USERNAME.

IF YOU FORGOT YOUR PASSWORD:

Click the “Forgot Password” link on the Login page: <https://sso.hhs.state.ma.us>

You will need to input your username in order to retrieve your forgotten password. If you forgot your username, see below.

IF YOU FORGOT YOUR USERNAME:

Call Virtual Gateway Customer Service

Monday—Friday: 8:30 am to 5:00 pm

800-421-0938 (Voice)

617-847-6578 (TTY)

BEFORE RENEWING YOUR REGISTRATION, YOU WILL NEED:



Current valid form of identification (ID)

Only required if there is a change in information from your previous registration *or* if you have an updated ID. THIS INCLUDES A CHANGE IN YOUR ID'S EXPIRATION DATE.



The SAME USERNAME used during your initial registration

Required for those renewing their registration online. Visit previous page if you have forgotten your username and/or password.



A form of payment
Or proof of verified financial hardship.

See next page for additional information on forms of payment.

ACCEPTABLE VALID FORMS OF ID

If at any time there is a change to your valid form of ID, you must update the information, including ANY CHANGES IN EXPIRATION DATE, in your online account. If you are a paper applicant, call the program to obtain a paper update form. Your ID must remain current and not expired. Only the following 4 are acceptable IDs:

1 MA Driver's License

2 MA ID Card

The name and address on your ID must match the name and address on your MMJ registration renewal application. To update your name and address on your ID, contact the RMV for more information or visit their website: www.massrmv.com.

3 U.S. Passport

4 U.S. Military ID

You must also submit a document that proves your MA residency (SEE BELOW LIST). The name and address on your ID must match the name and address on your proof of residency document.

PROOF OF MASSACHUSETTS RESIDENCY

ONLY REQUIRED FOR THOSE WHO ARE PROVIDING A U.S. PASSPORT OR U.S. MILITARY ID. The name and address on your proof of residency must match the name and address on your MMJ registration renewal application. Only the below documents will be accepted. Submit one of the following:

- Utility Bill
Less than 60 days old
- Current MA Motor Vehicle Registration Card
- Tuition Bill
Due date of less than 6 months old
- U.S. Marriage Certificate
Dated within past 6 months
- Property Tax or Excise Tax Bill
- First-Class Mail from Federal or State Agency
Less than 60 days old
- Car Insurance Policy or Bill
Less than 60 days old
- Current MA-Issued Professional License
- Mortgage, Lease, or Loan
Dated with past 6 months



PROGRAM ID CARD

- CARRY AT ALL TIMES WHEN IN POSSESSION OF MARIJUANA FOR MEDICAL USE.
- Notify the program within 5 BUSINESS DAYS if your card is lost. Request a new card through your online account. For paper applicants, send a check payable to "The Commonwealth of Massachusetts" with a letter. [There is a \\$10 fee to replace Program IDs cards.](#)
- Registration renewal is required every year. Expiration date on Program ID card is separate from registration expiration.

PAYMENT

There is a \$50 registration fee to complete a patient registration renewal.

Prepaid cards (e.g. Visa gift cards) are not accepted.

Acceptable payments for online registration renewal include:

- Credit Card
- Debit Card
- Electronic Funds Transfer
Via providing a bank account number and bank routing number.

Acceptable payments for paper registration renewal include:

- Check or Money Order
Payable to "The Commonwealth of Massachusetts"

Or submit a proof of financial hardship.

PROOF OF FINANCIAL HARDSHIP

You may be qualified for a \$50 registration waiver if you have a verified financial hardship including MassHealth, SSI (Supplemental Security Income), or a household income that does not exceed 300% of the federal poverty level.

For more information visit the Patient Registration Step-by-Step Instructions: <http://www.mass.gov/eohhs/docs/dph/quality/medical-marijuana/mmj-system-registration-patient-step-by-step.pdf>

To apply for a waiver you must submit proof. Only the below documents are accepted forms of proof:

- Official MassHealth acceptance letter for the CURRENT YEAR, OR official MassHealth redetermination letter for the CURRENT YEAR
- Supplemental Nutrition Assistance Program (SNAP) statement for the CURRENT YEAR
- SSI benefit verification letter for the CURRENT YEAR
SSDI does not qualify
- State or Federal tax return for THIS OR LAST YEAR, including all the attachments

ANNUAL REGISTRATION RENEWAL



Registrations expire ANNUALLY. You must renew your registration every year with the Program.



The \$50 registration fee, or proof of verified financial hardship, is required with each renewal.

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It is highly recommended to apply for your renewal 60 DAYS PRIOR TO THE EXPIRATION of your registration to ensure there is no gap in your registration status.



USE THE SAME USERNAME AND PASSWORD used during your initial registration.

THREE DATES TO KEEP IN MIND

Certification with your Health Care Provider



Visit your health care provider to become recertified before your certification expires. Certification length varies patient by patient, as determined by the certifying health care provider.

Registration with the Program



Expires annually. Renew your registration with the Program 60 days prior to the expiration.

Program ID Card



Expires every 3 years. Renew your registration with the Program 60 days prior to the expiration.

UPDATING INFORMATION

If there are any changes to the information you provided the Program, you must update this information with the Program within 5 BUSINESS DAYS. Log in to VG (<https://sso.hhs.state.ma.us/>) and update your information.

STILL HAVE QUESTIONS?



Visit our website: www.mass.gov/medicalmarijuana



E-Mail: MedicalMarijuana@state.ma.us



Call: (617) 660-5370